



California Department of  
Consumer Affairs

www.dca.ca.gov

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

PROMOTIONAL EXAMINATION

Salary Range: \$4316 to \$5247

Final Filing Date: October 14, 2004

WHO MAY APPLY	Applicants must have a permanent civil service appointment with the Department of Consumer Affairs or meet the provisions of the State Personnel Board Rules 234 or 235 by the final filing date in order to take this examination (applicants who qualify under Government Code Sections 18990 and 18992 may also apply).	
HOW TO APPLY	<p><b>This is a promotional exam for the Department of Consumer Affairs.</b> Please submit an application (STD 678) to the address indicated below. <b>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.</b></p> <p><b>NOTE:</b> All applications must include: “to” and “from” dates (month/day/year); time base; and civil service class titles. Applications received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.</p> <p><b>NOTE:</b> The Department of Consumer Affairs' Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.</p>	
WHERE TO APPLY	<b>MAIL TO:</b> Department of Consumer Affairs Attn: Selection Services (L. Finley) P.O. Box 980428 West Sacramento, CA 95798-0428 (916) 324-4738	<b>FILE IN PERSON:</b> Department of Consumer Affairs Attn: Selection Services (L. Finley) 400 R Street, Suite 2000 Sacramento, CA 95814 (916) 324-4738
SPECIAL TESTING	If you have a disability and need special testing arrangements, mark “yes” on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunication Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.	
FINAL FILE DATE	<b>October 14, 2004.</b> Applications must be <b>POSTMARKED</b> no later than the final filing date. Applications postmarked, personally delivered or delivered via interagency mail after the final filing date will not be accepted.	
QUALIFICATIONS APPRAISAL PANEL	<p>It is anticipated that the Qualifications Appraisal Panel Interviews will be held in November/December 2004.</p> <p><b>NOTE:</b> Oral interviews will consist of a series of job-related questions designed to measure responses competitively. The panel will only take into consideration the responses to those questions.</p>	
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	All applicants must meet the experience or education requirements for this examination by <b>October 14, 2004.</b>	
MINIMUM QUALIFICATIONS	<p>Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.</p> <p><b>Either I</b></p> <p>One year of experience in the California state service performing duties comparable to an Assistant Information Systems Analyst (Range C); Programmer II; Information Systems Technician Specialist II; Information Systems Technician Supervisor II; Computer Operations Specialist II; or Computer Operations Supervisor II.</p> <p><b>Or II</b></p> <p>Eighteen months of progressively responsible analytical experience in performing a variety of information systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks. At least one year of this experience must include completion of analytical studies for the support, development, installation, implementation, or procurement of information technology systems.</p> <p><b>Or III</b></p> <p>Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)</p>	
DEFINITION OF TERMS	The words “performing duties comparable to...” means the applicant must have State civil service experience of appropriate type and length in a class at the same or higher level of responsibility as the class specified.	
POSITION STATEMENT	This is the full journey level. Under general supervision, incumbents perform a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems; and/or act as project leader on information technology system studies, and/or participate with other analysts on information technology systems studies of complex nature or broad scope.	

SEE REVERSE FOR ADDITIONAL INFORMATION

EXAMINATION INFORMATION	<p>A competitor may be tested only once during any testing period. The testing period for this is 12 months. This examination will consist of a <b>Qualifications Appraisal Panel Interview only weighted 100%.</b></p> <p><b>In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.</b></p>
EXAM SCOPE	<p>In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively relative to job demands, each competitor's:</p> <p><b>QUALIFICATIONS APPRAISAL PANEL INTERVIEW WEIGHTED - 100%</b></p> <p><b>Knowledge of:</b></p> <ol style="list-style-type: none"><li>1. Principles of public administration, organization, and management.</li><li>2. Information technology systems equipment, software, and practices.</li><li>3. Analytical techniques.</li><li>4. Technical report writing.</li></ol> <p><b>Ability to:</b></p> <ol style="list-style-type: none"><li>1. Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions.</li><li>2. Develop effective solutions.</li><li>3. Apply creative thinking in the design of methods of processing information with information technology systems.</li><li>4. Monitor and resolve problems with information technology systems hardware, software, and processes.</li><li>5. Establish and maintain effective working relationships with others.</li><li>6. Communicate effectively.</li></ol>
ELIGIBLE LIST INFORMATION	<p>A promotional list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change.</p>
VETERANS PREFERENCE POINTS	<p>Veterans preference credit is not granted in promotional exams.</p>

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 324-4738 three weeks after the final file date if a progress note for this examination is not received.

If a notice of oral interview or performance test fails to reach the competitor prior to the interview date due to a verified postal error, the competitor may be rescheduled upon written notice.

Applications are available at the State Personnel Board office, local Employment Development Department offices, the Department noted on the front of this bulletin and at [www.spb.ca.gov](http://www.spb.ca.gov).

If you meet the requirements to participate in this examination, you will be scheduled to participate in a competitive test in which your performance is compared with other competitors in the exam. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the exam or placement on the employment list.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

**Employment lists:** Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100%-disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference is on the Veterans Preference Application form that is available from State Personnel Board offices or written test proctors.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 units of college-level work; 3) certification from the State Department of Education, a local school board, high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Promotional Examinations Only: Competition** is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board rules 233, 234, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at department personnel offices or at the Information Counter of State Personnel Board offices.